

2022 Wellness Program Frequently Asked Questions

REGISTRATION

How do I register?

If you do not already have an existing account you will be emailed a registration link directly from WellRight/Axum.

How do I add my spouse to my account?

Please see the attached Invite Family Members Guide.

PROGRAM REQUIREMENTS

What are the program requirements?

Biometrics Screening, Preventative Annual Physical, Age Gage and earning wellness points.

- In order to have your monthly health insurance premium reduced from 20% to 12% you will need to complete the program requirements and earn 650 wellness points. Any points earned from the program requirements are included in the 650 wellness points.
- If you have a reduction in your health insurance premium you can also earn the \$500/\$1000 wellness incentive by earning a total of 850 wellness points. Any points earned from the program requirements are included in this total.
- If you are currently paying the 12% monthly premium you will need to complete the program requirements and earn 850 wellness points to earn the \$500/\$1000 wellness incentive. Any points earned from the program requirements are included in the 850 wellness points.

Please note an employee can earn \$500. If an employee has a spouse, the spouse, may also participate and the couple can earn \$1,000. A spouse cannot earn an incentive if the employee does not complete the program.

AGE GUAGE

Where do I complete the Age Gage?

You will need to log into your account to complete the age gage requirement.

BIOMETRICS SCREENING

If I had my biometrics screening completed at the end of 2021 does it need to be redone for 2022?

Yes, your biometrics will need to be completed during the 2022 calendar year.

Will there be biometrics testing on-site?

Yes, our on-site biometrics schedule is listed below. Sign-up information will be coming in early January 2022.

Date	Location	Time
Thursday, February 3, 2022	Lasata	6:30am-10:30am
Friday, February 4, 2022	Administration Center	6:30am-10:30am
Saturday, February 5, 2022	Justice Center	7:00am-11:00am
Monday, February 7, 2022	Justice Center	6:30am-10:30am
Tuesday, February 8, 2022	Administration Center	6:30am-10:30am
Wednesday, February 9, 2022	Administration Center	6:30am-10:30am
Thursday, February 10, 2022	Justice Center	6:30am-10:30am
Tuesday, February 15, 2022	Lasata	6:30am-10:30am
Wednesday, February 16, 2022	Highway	6:30am-11:15am

When will my biometric results appear in my account if I complete them onsite?

They should appear within one to two weeks after all the on-site biometric screenings have been completed.

Where can I see the results of my biometric screening?

Once you login to your account, go under the assessment tab/ select health profile your results will appear.

What happens if I am unable to have my biometrics completed onsite?

You could either make an appointment with your physician or Elizabeth Merry at the Aurora Group Health Trust Clinic and bring the Biometric Screening form with you to your appointment for them to complete. Once the form is completed it can be uploaded to your account.

What happens if I fail four (4) or more of the biometrics thresholds?

You will be required to complete the wellness coaching module with Elizabeth Merry at the Aurora Group Health Trust Clinic.

PREVENTATIVE PHYSICAL

If I had my annual preventative physical completed at the end of the 2021 calendar year will I need to have it completed again in 2022?

In order to meet the program requirements, you will need to have a preventative annual exam completed in 2022. Our health insurance covers one preventative annual exam per calendar year. You can schedule your preventative annual exam with your primary care provider or Elizabeth Merry at the Aurora Group Health Trust clinic. She can complete your annual exam as long as you do not require a pap-smear or a prostate exam.

HEALTH INSURANCE PREMIUM CHANGE

What are the requirements that I need to complete so my monthly health insurance premium will be reduced from 20% to 12%?

You will need to complete the program requirements (biometric screening, preventative annual physical, age gage) and earn 650 Wellness Points. Any points earned from the program requirements are included in the 650 points.

If I am enrolled in the employee + spouse plan or the family plan will both myself and my spouse need to complete the program requirements in order to have the monthly premium reduced?

No, only the employee needs to complete the wellness program.

Will I be notified once I am eligible for my health insurance monthly premium to be reduced?

Yes, you will receive an email from Human Resources indicating when your insurance premium will be reduced.

If I am currently paying the 20% and have completed the all the program requirements when will I see my premiums be changed to the 12% premium?

Effective January 1, 2022, if a participant is paying 20%, they shall be moved to 12% upon completion of a current year's wellness program on the following payroll deduction, if program completion is confirmed by the Human Resources Department by the Monday before the first payroll date of the month, if not confirmed by then the change to 12% will be effective the following month. (i.e. a 20%er can move to 12% at any time during the year if they complete the wellness program)

What if I do not want to participate in the 2022 Wellness Program?

Effective January 1, 2023, for all participants regardless of hire date, Ozaukee County shall pay 88% if the participant completes the County's wellness program in the prior year, and 80% for those who did not complete the program in the prior year. The wellness program must be completed on an annual basis for the participant to continue receiving an 88% contribution from Ozaukee County in the next year.

FORMS

Where can I find the necessary forms that I need to bring to the doctor's office?

They are located at the top of your on-line portal and can also be found on our website.

What if I forgot to bring my form to the doctor's office?

You can take a picture of your "Explanation of Benefits" from your benefits packet and upload it to your account.

When can I submit documentation?

You can submit documentation from January 1, 2022 through December 31, 2022.

Who do I contact if I am having issues with the portal and/or uploading my documents?

You will want to reach out to Axum’s support and they will respond within 24-48 hours. Their email address is: support@axum.co

You can also reach out to Ellen Jarr in Human Resources at ejarr@co.ozaukee.wi.us

WELLRIGHT/AXUM PORTAL

How do I know how many points I earned?

Your total points will appear on your dashboard under the home screen and also on your Summary Report.

What is the Summary Report?

You can view your account balance of total appoints earned from the challenges you’ve completed.

Where can I find the Summary Report?

You can find your Summary report when you log into your account and go under the person icon at the top right of your screen and there is a Summary Report under the drop down.

How do I know if I completed my Wellness Incentive?

WELLNESS INCENTIVE PAY OUT

When will the 2022 cash incentive be paid out?

Individuals who earn the 2022 cash incentive will be paid out in the first quarter of 2023.

Do I need to be enrolled on the County’s Health Insurance Plan to receive the wellness incentive payout?

Yes, you need to be enrolled in the health insurance at the time the incentive is paid out.